Suman Narne

sumannarne@gmail.com
https://www.linkedin.com/in/suman-narne
Nashville, (615) 984-9999

Director Resolve | AdhereHealth LLC | Franklin, Tennessee, United States

A self-driven professional with a proven track record in Service Delivery Management, Program Management, and Client Management, I specialize in identifying business needs and demonstrating agility with client challenges. I have successfully delivered high-value solutions to manage business outcomes and build strong relationships with senior IT and business leaders. With expertise in managing both onsite and remote teams, IT vendor management, and handling annual IT budgets for project portfolios and operational services, I am currently managing a large healthcare portfolio that spans multiple development programs.

I bring a strong technical background in AWS cloud migration and modernization, enterprise data warehousing, and have held various roles such as Technical Program Manager, Cloud Architect, and Technical Lead. I have been instrumental in delivering high-performance teams and business-critical solutions, particularly through cloud migration. I lead the architecture and development of enterprise initiatives, transforming customer portfolios to cloud-enabled environments by managing centralized teams, facilitating application migrations to AWS Cloud, and enabling development teams through AWS training. I successfully reduced the product development life cycle duration by introducing a DevOps toolchain, automating multiple phases of software development.

I also hold expertise as a GitHub Deployment Specialist, where I have optimized CI/CD pipelines by automating code deployments across multiple environments, ensuring faster and more reliable software releases. This includes streamlining code versioning, review processes, and enhancing collaboration between development teams. Furthermore, I have strong proficiency as a Cyber Security Specialist, having implemented robust security measures and protocols across cloud infrastructures, ensuring compliance with industry standards and protecting sensitive healthcare data from potential threats and vulnerabilities.

In addition to these technical proficiencies, I bring extensive expertise in program and portfolio management. I am recognized for stepping into critical projects, turning around red-flagged engagements into successful outcomes. My specialties include cloud migrations, big data platforms, data analytics, and managing multiple portfolios, such as global enterprise applications, re-platforming, billing, payment integration, patient portals, EMR solutions, and healthcare clearinghouses.

Areas of Expertise

• Strategic Leadership	• Problem-Solving Acumen	• Data Modeling & Administration
• Technical Expertise	• Innovation & Adaptability	• Project Management
• Collaborative Mentoring	• Reporting & Analysis	• Quality Assurance

Career Experience

…continued…

Director Resolve, AdhereHealth, Nashville   **May 2016 – Present**

Spearheaded Health Plan Management ventures, leaving an indelible mark on the organization. Took ownership of projects from inception to completion, ensuring seamless delivery. Implemented a new architecture design for Star quality measures and developed measures for SUPD (Statin use in Diabetes) and Opioids, enhancing the approach to healthcare delivery. Revised and enhanced processes governing Stars adherence measures, creating metrics like daily PDC for Diabetes, RAS, and Statin. Played a pivotal role in implementing the software development life cycle (SDLC) process, contributing to the successful migration of the Stars product line with 100% business uptime. Harnessed the Stars data warehouse and Stars Operational data source (ODS) for reporting, resulting in the provision of crucial insights. Automated the Star card for the Stars product line and implemented the Stars membership identification process. Adept in software development, demonstrated proficiency in designing, developing, and documenting SDLC processes, granting the success of projects like PharmMD's Medispan. Drove innovation and led prosperous campaigns through performance tuning, optimizing SQL queries, and working on cloud migration projects. Collaborated across disciplines, providing training to end-users and fostering a culture of continuous learning and development.

Responsibilities and Achievements

- Data Warehouse & Business Intelligence: Pioneered the company's data warehouse for Resolve, leading the design and development of its data architecture. Managed the entire lifecycle, from business requirements gathering to ETL workflow development and SSIS package creation. I designed the star schema with both facts and dimensions and developed SSAS cubes and SharePoint dashboards.

- Leadership: I am currently the Director overseeing the Resolve product, where I previously served as the lead developer and Business Intelligence Architect, managing a team of three developers. I introduced a distributed data architecture that separated operational and reporting processes, significantly improving efficiency.

- Operational Enhancements: Automated key Resolve operational processes, including billing, patient evaluation, and pharmacy claims tracking, improving their reliability and timeliness.

- Database Migration: Led the strategic migration of databases and processes from SQL2008R2 to SQL2014, maintaining 100% business uptime.

- Resolve Quality Measures: Spearheaded architectural design for Resolve Quality Measures, including Statin Use in Persons with Diabetes (SUPD) and opioid adherence measures.

- Process Improvements: Drove major improvements in Resolve adherence measures for Diabetes, RAS, and Statin, and developed new metrics like daily Proportion of Days Covered (PDC).

- SDLC Process: Conceptualized and documented PharmMD's inaugural software development lifecycle process (SDLC), which enabled continuous code integration from development to production, streamlining workflows.

- MRM Product Line: Implemented a successful remediation of the MRM product line, transforming it from non-functional to fully operational. I also developed an automated billing system for MRM, enhancing operational effectiveness.

- Client Billing Automation: Engineered the company's first automated client billing reconciliation system, streamlining a previously manual, time-consuming process.

- CMS/Acumen Integration: Developed a system to automatically intake and integrate CMS/Acumen data with the billing system, significantly improving processing efficiency.

- Re-Platforming Team Leadership: Managed the re-platforming team of 180 professionals, leading the transformation of the company's healthcare technology infrastructure and migrating critical applications to AWS Cloud.

- Recognition and Awards: My role in these initiatives has been recognized through thank you emails, bonuses, and an ownership stake of Class P Units, underscoring my critical contributions to the company's long-term success.

- PharmMD MediSpan Drug Database: Developed and implemented PharmMD's MediSpan drug database, ensuring accurate and up-to-date medication information for use in healthcare analytics and operations. This system improved the precision of drug-related data management within the company.

- ODS Process and Cubes for PharmMD Analytics: Created the Operational Data Store (ODS) process and developed analytical cubes for PharmMD's analytics platforms and the Star Card initiative, enhancing data accessibility and enabling more effective decision-making for performance tracking and reporting.

- Guided and empowered cross-functional teams through mentorship and training, fostering a collaborative work environment.

Senior ETL Developer, Pop Health Care, Nashville   **March 2022 – August 2022**

Occupied a key position in Risk Adjustment, ensuring revenue accuracy through a meticulous review of medical records and the capture of incremental Hierarchical Condition Categories (HCCs). Showcased strong technical prowess by implementing architecture design and leading the development of automation for the Targeting project. With proficiency in data management, implemented robust data quality validation checks and orchestrated the File validation process. Took charge of rewriting data warehouse/ODS load packages and stored procedures, demonstrating a commitment to data integrity and efficiency. Presented unwavering support for ADHOC and analytics teams reporting, gathering requirements for BCBSFL implementation, and drafting the initial version of HBAPC documentation. Via mastery in SQL 2018/19, SSIS, SSRS, SSAS, T-SQL, VS 2017/19, Power BI, and SharePoint, seamlessly integrated technical expertise with a keen eye for detail in documentation, drafting the initial version of HBAPC documentation.

- Safeguarded precision in revenue calculations through a thorough examination of medical records and the capture of incremental Hierarchical Condition Categories (HCCs).
- Displayed notable technical expertise by spearheading the implementation of architecture design and driving the development of automation for the Targeting project.
- Attained proficiency in data management, executing robust data quality validation checks, and orchestrating the File validation process.
- Took proactive measures to enhance data integrity and efficiency by revising data warehouse/ODS load packages and stored procedures.

Sr. BI/ETL Engineer, AITC, Dallas   **March 2015 – April 2016**

Crafted Multidimensional Solutions utilizing SSAS, exhibiting an understanding of data types and proficiently handling cube design, calculations, partitioning, roles/perspectives, and custom security. Meticulously designed the database schema, employing Star Schema for effective data modeling. Strategically analyzed target application requirements and source systems, identifying valuable insights from data and proposing improved solutions. Collaborated with business users, translating their needs into detailed specifications and user stories, establishing a framework to navigate complex business and technical challenges. Demonstrated reporting and dashboard creation skills by generating SSRS reports with drill-through capabilities and

developing SSIS packages for efficient data movement. Leveraging dynamic dashboards with SharePoint and Excel services, facilitated effective communication by deploying reports to both the Report Server and SharePoint, while ensuring smooth operation through maintained stored procedures. Provided comprehensive training to sales teams, offering valuable overviews and leading engaging sessions. In Legacy System Management, effectively contributed to consolidation projects, reducing the footprint on legacy servers and streamlining applications for improved efficiency. Analyzed, imported, and performed calculations on product sales data from diverse sources. Utilizing SSIS, seamlessly integrated and analyzed data from flat files, Excel, OLE DB, and Raw files, loading data into various destinations.

- Played a pivotal role in migrating the SQL environment from 2008 R2 to SQL Server 2012.
- Employing SSIS tasks, ensured daily processing of Facts and Dimensions, created maintenance plans, and effectively managed SQL Server Jobs.
- Adhered to Agile methodologies, working collaboratively in a SCRUM environment and utilizing tools such as SQL 2008 R2/2012, SSIS, SSRS, SSAS, T-SQL, VS 2012, and SharePoint 2010.

BI Developer, HCL Technologies, Chennai   **March 2014 – February 2015**

Analyzed and imported financial data into the Data Warehouse, skillfully navigating diverse data sources such as flat files and remote databases. Employing the SQL Server data warehouse, designed a robust Data Warehouse Model through SQL Server Integration Services (SSIS), administering and enhancing a financial data warehouse with expertise in Microsoft Analysis Services (OLAP) and Star Schemas, ultimately boosting profitability in specific business lines. Generated a diverse array of reports using reporting services, showcasing versatility in deploying reports to SharePoint for seamless accessibility. Created the application's database schema, developing efficient stored procedures, and optimizing the SQL Server database for peak functionality. Exhibited a sharp focus on Performance Tuning and Indexing, warranting optimizing execution plans and the system's efficiency. Utilized SQL Server, SSIS, SSAS, SSRS, T-SQL, and SharePoint 2010, ensuring thriving in an Agile environment that emphasized adaptability and collaboration.

- Orchestrated the seamless integration of diverse financial data sources into the Data Warehouse, showcasing adept navigation through flat files and remote databases, resulting in a comprehensive and enriched dataset.
- Spearheaded the enhancement of business intelligence capabilities by crafting a robust Data Warehouse Model using SQL Server Integration Services (SSIS), leveraging Microsoft Analysis Services (OLAP) and Star Schemas.
- Proven versatility in report generation by deploying a diverse array of reports through reporting services, ensuring accessible insights for stakeholders via SharePoint, and facilitating informed decision-making and collaborative engagement.

SQL BI Developer, WDC Manpower group, Delhi NCR   **November 2012 – March 2014**

Leveraged technical competency and engaged with relational database and reporting technology, steering the design, development, and implementation of Microsoft Business Intelligence & Data Warehouse systems. Added to the efficiency of ELT processes by crafting and supporting packages, and adeptly managed stored procedures and triggers to navigate complex business rules. Built both logical and physical design aspects, emphasizing data modeling, maintenance diagnosis, and resolution. Employed 'Microsoft Application Blocks' for database and exception handling, showcasing a meticulous approach to handling intricacies. Orchestrated the seamless migration of the SQL environment from 2005 to 2008 R2, demonstrating adaptability to evolving technological landscapes. Engaging in Reporting and Analysis, generated diverse reports using Crystal Reports and Business Objects, contributing to comprehensive insights. As part of Database Administration, administered the SQL 2005 database, ensuring its optimal functionality. Utilized tools such as Visual Studio

2010, ASP.NET, C#.NET, SQL 2008 R2, SSIS, Crystal Reports, Business Objects, and TFS, fostering an environment of technological excellence and collaboration.

- Streamlined ELT processes, ensuring efficiency, by crafting and supporting packages while adeptly managing stored procedures and triggers for navigating complex business rules.
- Utilized 'Microsoft Application Blocks' for meticulous database and exception handling, demonstrating a keen focus on handling intricacies and ensuring system reliability.

SQL BI Developer, Ilogix It Services, Bangalore   **November 2010 – November 2012**

Showcased expertise in the development of logical and physical data models, coupled with efficient ETL processes and BI reporting. Engaged in the design and development of client/server Windows applications and business layers using .Net components, demonstrating proficiency in administering databases for the application in SQL 2005, including crafting tables and writing stored procedures. Applied a meticulous approach to testing, bug fixing, and portal integration, contributing to data accuracy and completeness by implementing various business rules. Utilizing T-SQL, developed queries and procedures for data retrieval, maintenance, and testing, showcasing technical acumen. By creating and managing SSIS packages, ensured efficient handling of both current and historical data through transformative processes. Collaborated with hosting vendor(s) DBAs, ensuring optimal support and tuning of various databases. Performed integration testing, coordinated with DBAs for effective collaboration, and operated within an environment using Visual Studio 2008, C#.NET, T-SQL, SQL Server 2008, SSIS, SSRS, TFS, SAP Business Objects, Crystal Reports, and VSS.

- Using ASP.NET and C#, translated design concepts into functional and aesthetically pleasing interfaces, ensuring a seamless and user-friendly experience.

Education

Bachelor of Engineering,
Anna University, Chennai

MBA in Information Technology,
Amity University, Noida

Technical Skills

Microsoft Stack: SQL Server, SSIS, SSAS, SSRS, DBA, Power BI
Analysis Service: Multidimensional Solutions 2008 R2 and 2016
Programming: Python,C#.Net, VB.Net, TSQL, PL/SQL, MDX
Dashboard: SharePoint 2010, Performance point, Excel services
Framework/ IDE: .Net Framework 1.0 – 4.5 / Visual Studio .Net 2003 - 2019
Web Technologies: ASP.NET, HTML, XML, Java Script, JQuery, CSS
Others/Cloud: VSS, TFS, Crystal Reports, Business Objects, AWS Glue, S3,Azure,Snowflake,Devops,GIT

Certifications

Project management professional
Azure Data engineer
AWS solutions architect